

DECEMBER 2008 ICE STORM REVIEW

STAFF INFORMATION REQUESTS TO WATER UTILITIES – SET #1

The Commission is reviewing the efforts of New Hampshire utilities with respect to preparation, response and restoration of service following the December 11-12, 2008 ice storm. Please read the questions carefully; some relate specifically to the December storm and some are related to general preparedness for future events. Please provide your responses to the questions below by March 20, 2009.

1. Please describe impacts of the storm generally on your water system or systems.
There were no impacts to our water systems that LRWC is aware of.
2. Please indicate the following for each facility that lost external power as a result of the storm (if a large number of facilities were involved, a detailed summary is acceptable):
 - a) Name of system;
 - b) Name of facility;
 - c) Name of electric provider;
 - d) When power was lost;
 - e) Reason for power loss;
 - f) Resulting impacts to water system (loss of water to entire system, to portions of system, loss of pressure, etc.);
 - g) How you learned of the power loss;
 - h) The length of time from loss of power to when you first learned of it;
 - i) The extent of alarms or SCADA monitoring at the facility, including where output is directed;
 - j) When external power was restored.**NOT APPLICABLE.**
3. Please indicate the following for each facility above regarding backup power capability, even if your systems did not lose power during the December ice storm:
 - a) What provisions existed for backup power when the storm began, or exist now for any future events (permanent generator, wired for portable generation, etc.);
LRWC owns 1 large tow-behind generator that is to be used on an emergency basis only. Emergency generators are not permanently installed on any LRWC-owned systems.
 - b) What efforts were made to provide alternate power during the event, or would be made in the event of future outages (purchase or rental of generator, use of company portable generator, installation of wiring or transfer switch, etc.);
LRWC would use one of their portable generators or rent a generator, if necessary.

- c) What portion of the period of external power loss the facility was kept in power (or would be kept in power in the future) as a result of a) and b) above;
 - d) Any difficulties encountered in backup power performance or operation in the December storm (generator wouldn't start, ran out of fuel, etc.).
None encountered.
4. Please describe your generator maintenance program, including nature and frequency.
The generator is serviced as needed.
5. For each company-owned generator that failed to start or run during the event, please indicate:
- a) When the generator was last inspected prior to the event;
 - b) When the generator was last serviced prior to the event;
 - c) When the generator was last operated prior to the event.
Not applicable
6. Did you contact your electric provider during or immediately after loss of power in the December storm? If so, please indicate:
- a) When or how often;
 - b) Any difficulties in doing so;
 - c) The provider's response;
 - d) Whether you were given priority as a water provider, and if so;
 - e) Whether it was because of a previous prioritization or in response to contacts during this event.
Not applicable
7. Did you lose any communications as a result of the storm? if so, please indicate:
- a) Type (landline, cell, mobile radio, pager, internet, alarms, SCADA, etc.);
 - b) Name of communications provider;
 - c) Length of time lost (when lost, when restored);
 - d) Extent of any contact with provider;
 - e) Provider's response;
 - f) Whether you were given priority as a water provider, and if so;
 - g) Whether it was because of a previous prioritization or in response to contacts during this event.
No. Not applicable.
8. For water systems that experienced loss of water or pressure as a result of the storm, please indicate:
- a) Nature of impact;
 - b) Duration of impact, including approximate start and end times;
 - c) Cause of impact (loss of power, loss of supply from neighboring system, etc.);
 - d) Number of customers affected;
 - e) How you first learned of the impact;

- f) The amount of time from onset of impact to when you first learned of it;
- g) Whether the impact to your system affected any neighboring or connected water systems.

Not applicable

9. Please indicate any other direct or corollary damages or impacts from the storm not described above (main breaks, frozen company or customer lines, inability to obtain or deliver material or equipment, etc.).

Not applicable

10. Please describe the extent of your interactions with outside agencies (emergency officials, Department of Environmental Services (NHDES), municipal officials, fire departments or others) during the event.

We were contacted by the NHDES to make sure our systems were intact.

11. Please describe any efforts to secure alternate water supplies (trucked or bottled water, opening of system interconnections, etc.) as a result of the storm.

Not applicable.

12. Were any water use restrictions or boil orders issued as a result of the storm?

No, not applicable.

13. Please indicate any difficulties obtaining needed fuel for vehicles, generators or other equipment.

None, not applicable.

14. Please describe any difficulty in contacting or obtaining needed assistance from contractors, vendors or others.

None, not applicable.

15. Please indicate the extent to which you sought or obtained equipment, personnel or services from or through company affiliates or related entities, and any difficulties encountered.

Not applicable

16. Please indicate the extent to which you sought or obtained equipment, personnel or services through formal or informal mutual aid agreements, and any difficulties encountered.

Not applicable

17. Please indicate the extent of competition for personnel, crews, equipment or services from affiliated or related entities during the event, including any impacts on the regulated utility(ies). Examples of such entities might include Pennichuck Water Service Corporation, Pennichuck Watertight program, Aquarion systems in

Massachusetts, Aquarion Homeowner Safety Valve program, Lewis Builders, or unregulated systems owned or operated by LRW Water Service, Inc.

None.

18. Please indicate the extent to which you used any internal prioritization in your restoration efforts, such as those based on known medical or other needs (individuals, hospitals, nursing homes, etc.).

Not applicable.

19. Please provide the process used to disseminate information to utility call center staff and any other utility staff responsible for responding to customer inquiries during an outage. Please include the frequency of the information updates and the age of the information provided in the updates.

Informal meetings are held as necessary between LRWC management & staff. Otherwise, staff is told in person or via telephone how to respond to certain customer inquiries.

20. Please provide the trunking capacity of the call center or centers that handle customer calls. What level of staffing is normally maintained at those call centers and what level was maintained during the December 2008 ice storm? What call volume do these levels of staffing correspond to? What was the daily call volume for the period December 11 – December 31, 2008? How does that compare to normal call volumes?

LRWC has 2 employees that handle customer calls. If necessary, an additional employee will be called in to answer telephones. We received regular calls for billing inquiries and other such matters during the ice storm. No excessive call volumes were experienced.

21. How is automation used in your call answering system to provide information to customers during an outage? What percentage of customers selected the menu option of speaking to a representative during the December 2008 ice storm? How does that percentage compare to the percentage of customers selecting the option of speaking to a representative under business as usual conditions?

We do not have an automated call answering system during regular business hours or outside these hours. Even when customers call outside normal business hours, they speak to a real, live person from an answering service.

22. Please describe the process for identifying and prioritizing service restoration to medical emergency customers as defined in Puc 1202.12.

Not applicable. LRWC has only one customer with a documented medical emergency on file. If their service were to be impaired, this customer would receive priority service; however, there were no outages reported for their water system during the December 2008 ice storm.

23. Please identify all customer outreach and customer communications utilized during an outage to provide timely and responsive information to customers regarding the outage and projected restoration times.
LRWC has just recently initiated an automated telephone message delivery system. When outages or other water issues are impending, we will send notification via this service. Email notifications are also used as necessary. Alerts & updates will also be posted on LRWC's newly designed website.
24. Please describe generally the nature and extent of contacts initiated by customers, including:
a) Number of event-related contacts each day;
b) Any problems encountered (difficulties with phone lines, shortage of personnel to handle calls, etc.).
Not applicable.
25. Please describe the nature and extent of storm-related customer contacts initiated by you, including:
a) Frequency;
b) Any problems encountered;
c) Copies of any emails, notices or correspondence sent to all or groups of customers.
Not applicable.
26. Please indicate the extent of any contacts with the media, including:
a) Nature, type and frequency;
b) Whether initiated by the media or you;
c) Copies of any press releases or other media communications issued by you.
Not applicable.
27. Do you have an emergency plan as required by NHDES (rule Env-Ws 360.15)? If so:
a) When and by whom had it last been reviewed prior to the storm?
b) When and by whom had it last been updated prior to the storm?
c) How many pages is it?
All of our emergency plans are currently being updated & will be submitted prior to the NHDES' deadline this year.
28. To what extent did the emergency plan benefit your response to the storm in areas such as:
a) Securing equipment, supplies or resources;
b) Communication with customers;
c) Communication with outside agencies and personnel;
d) Communication with the media;
e) Other recovery efforts.
Not applicable.

29. To what extent were any shortcomings of the plan a detriment to your response to the storm?
Not applicable.
30. Regarding SCADA (Supervisory Control and Data Acquisition) systems, please indicate:
- a) The extent of such systems in your facilities;
4 of our water systems utilize SCADA or products that are similar in functionality.
 - b) Their impact on your response to the storm;
Not applicable. All systems were operational during the ice storm.
 - c) The extent to which the performance of such systems was impacted by the storm;
Not applicable. Their performance was not affected by the storm.
 - d) The extent to which additional SCADA monitoring would have assisted recovery efforts.
Not applicable.
31. Please describe any recovery efforts or activities still underway, including anticipated time frame for completion.
None, not applicable.
32. Please provide copies of any internal summaries or reports generated in relation to the storm and recovery efforts.
Not applicable.
33. Did you experience any significant safety-related mishaps during or as a result of the event?
No.
34. Please comment generally on the impacts of this storm in relation to other storms or events of the last ten years.
We were actually very surprised that we didn't receive a surplus of phone calls during this storm. Greater than normal call volumes have been experienced during other snowstorms or thunderstorms, but nothing out of the ordinary was endured during the December 2008 ice storm.
35. Please comment generally on your overall level of preparedness for an event of this size, including any lessons learned or areas for improvement being considered.
Now that we have initiated the One Call Now™ telephone notification system, our customers will be well informed of water system "happenings".
36. Please provide an estimate of the overall cost impact of the storm to your company, to the extent one has been made.
No overall costs have been estimated as no impacts were realized.